

# VETERANS' SERVICES

YOUR VETERANS' AGENT IS:

Terrance (**TERRY**) HART  
Director, Eastern Essex District  
Department of Veterans' Services

LOCATED AT:

**IPSWICH TOWN HALL**

OFFICE HOURS ARE:

**Mondays – Thursdays 8am to 4pm**  
**Fridays 8am to Noon**

FOR THOSE NOT ABLE TO BE SEEN AT THE OFFICE DURING  
REGULAR HOURS DUE TO SCHEDULING OR TRANSPORTATION  
ISSUES, YOUR AGENT CAN MEET WITH YOU:

**ANYTIME:** by appointment, in your  
home or mutually agreeable location.

CAN BE CALLED AT:

**978-356-3915**  
**or TOLL FREE 1-866-347-6488**  
Leave a message on the answering  
machine if no answer or you are calling  
after hours.

CAN BE FAXED AT:

978-356-6488

CAN BE E-MAILED AT:

[e.essex.vets@mindspring.com](mailto:e.essex.vets@mindspring.com)

As required by Massachusetts General Law he has been hired by you  
(through your elected representatives) to provide information and assistance  
to **any and all Veterans** in the Towns of Essex, Georgetown, Hamilton,  
Ipswich, Rowley, Wenham & West Newbury.

## Background of the Massachusetts Veterans' Services Program:

- Services have been provided to Massachusetts Veterans and their dependents since 1861 to insure that no individual who served his or her state and nation with honor during times of war or other conflicts, would ever be "pauperized" or forced to turn to public welfare for assistance.
- Soldiers Relief Act passed in 1888, which gave cities and towns the right to support honorably discharged veterans their spouses, widows, and minor children.
- Office of the Commissioner of Veterans' Services created in 1945.
- Chapter 115 of MGL reorganized in 1946 to form basis of veterans' benefits and services program. Acts of 1946 mandated municipal and district Departments of Veterans' Services, Veterans' Agents and Directors of Veterans' Services.
- In the 1960's Georgetown joined with Topsfield, Groveland, West Newbury, Newbury and Rowley to create the Northern Essex Veterans' Services District. Topsfield departed the district in the 1980's, and the Northern Essex District dissolved in 2002, with Georgetown, Rowley and West Newbury joining with the existing Eastern Essex District to insure continuity of services to their veterans.

## Services Provided by the Eastern Essex District

The following list is provided to give you a sense of matters with which the Veterans' Services office deals.

### ADJUTANT GENERAL'S OFFICE

Verification and determination of eligibility  
Secure Certificates in lieu of Lost Discharges

### ARMED FORCES

Advice and information regarding Tricare and Tricare for life.  
Reserve retirement support.

### CIVIL SERVICE

Advise and Counsel Relative to Veterans rights for federal, state and local employment.  
Veterans Preference.

### DEATH BENEFITS

Preplanning  
File for flags for casket  
Assist with honors detail  
VA gravestones and markers  
State and Federal Cemetery arrangements

## DISCHARGE DIFFICULTIES

- Replacement copies of discharge papers
- Review and appeals on discharges for upgrading

## EDUCATIONAL BENEFITS

Counsel and assist veterans and dependents to identify and apply for benefits including scholarships available through federal and state programs, as well as the GI Bill.

## EMPLOYMENT

- Counsel and assist in veteran's preference and tenure issues.
- Assist unemployed veterans in identifying potential employment.

## HOSPITALIZATION AND DOMICILIARY CARE

- Assist with applications for:
  - Emergency medical care
  - State Hospitals and soldiers homes
  - VA Medical Centers and clinics

## HOUSING

- FHA and VA Loan Counseling
- Federal and State housing support for veterans and families
- Evictions

## HOMELESS

- Emergency assistance to homeless veterans for obtaining shelter and necessities.

## INDUSTRIAL ACCIDENT CASES

- Assist and advise

## INSURANCE MATTERS

- U.S. Government Insurance – applications
- U.S. Indemnity insurance – Conversions
- VA Life Insurance claims
- National Service Life Insurance:
  - Disability
  - Reinstatements
  - Waivers
- Assist with filing for U.S. Government Death Benefits
- Health Insurance Coverage

## LICENSE PLATES

Assist in obtaining Veteran and Special Plates such as Silver Star, Purple Heart & Bronze Star Plates

## LOAN GUARANTEE – VETERANS ADMINISTRATION

- Applications
- Certificate of Eligibility
- Foreclosure Difficulties
- Restoring Entitlement

## MEDALS & AWARDS

- Assist with obtaining awards and medals to which entitled

## MEDICAL PROBLEMS

- Local, State and Federal Facilities
- Emergency and Routine Exams
- Dental
- Agent Orange
- Gulf War Syndrome
- Alcohol and Substance Abuse
- Counseling – Referral
- Veterans Administration Authorizations

## NATIONAL CEMETARY AT BOURNE, MA

- Assist in making arrangements for burial of veteran, spouse or dependent child.

## PRISONER OF WAR/MISSING IN ACTION

- Advice and Counsel
- Assist in Obtaining POW Medals

## RECORDS & FILES

- Retain on file important service documents such as discharge papers as a backup for personal records.

## REFERENCE MATERIALS

- Acquiring copies of all State and Federal references pertaining to veterans' rights, benefits and where same may be obtained.

## RETIREMENT MATTERS

- Employee Compensation Bureau
- Retirement – State, Local, and County System
- Laws and Procedures
- General Information and Assistance

## REHABILITATION MATTERS

- Relating to Veterans
- Relating to Members of Family
- Veterans Administration Program
- Massachusetts Rehabilitation Commission
- Alcohol and Drug Abuse

Other Federal and State Programs  
Private Agency Programs  
Industrial Programs

#### SELECTIVE SERVICE INFORMATION

#### SOCIAL SECURITY MATTERS

Social Security Assistance  
Disability Assistance  
Supplemental Security Income (SSI)  
Medicare  
Social Security credit for service time prior to 1957

#### STATE CEMETERY AT AGAWAM

Assist in making arrangements for burial of veteran, spouse or dependent child.

#### TAX BENEFITS AND DIFFICULTIES

Property Tax Abatement Assistance  
Appeals  
Federal and State Exemptions

#### WOMEN VETERANS

Advice and information regarding Benefits available.

#### WORLD WAR II MARITIME SERVICE

Assist merchant seamen with information and applying for Veterans  
Administration Benefits.

#### VA COMPENSATION and PENSION MATTERS

Dependency Entitlements  
Eligibility Information  
Dependency and Indemnity Compensation or Pension  
Preparing and developing claims for filing  
Servicemen's and Veterans' Survivor Benefits  
Re-opening of claims for increase in VA compensation

#### VETERANS BENEFITS

Provide monetary support to low-income veterans, widows and families.

#### VETERANS BONUS

Assist in applying for wartime bonuses.

To assist with any request from a veteran, widow or family member,  
veterans' services needs a copy of the veterans' discharge papers (DD214

beginning with the Korean War) to determine eligibility for various programs. Our office can assist you in obtaining such documents if you do not have them in your possession. It is highly recommended that copies of discharge papers be provided to this office to hold on file in the event services are ever needed by the veteran or surviving family.